

NIH Center for Information Technology (CIT)

Frequently Asked Questions about Billing and Invoices

Who We Are / What We Do

The NIH Center for Information Technology (CIT) provides the full-spectrum of IT services to its customers on a fee for service basis. CIT's customers include the Institutes and Centers at the National Institutes of Health, the Department of Health and Human Services, and other government agencies. The following questions are most frequently asked by our customers to our billing representatives.

1. What are the CIT Fee-for-Service offerings and what are the Rates? Services

- CIT services include development and support for applications and software, hosting, licenses, data processing, video, scientific computing, and networking.

Rates

- Rates for standard CIT services are listed [here](http://ofmsps.od.nih.gov/csb/SSF%20FeeforService%20Rate%20Books/Forms/AllItems.aspx).
(<http://ofmsps.od.nih.gov/csb/SSF%20FeeforService%20Rate%20Books/Forms/AllItems.aspx>)
- Fees for custom services vary in accordance with customers' needs.

2. What is a CIT Account?

- CIT bills customers for IT services used. A CIT Account is a four-character alpha-numeric code that identifies the customer's organizational unit billed for these services.
 - **NIH Customers:** have a Common Account Number (CAN) tied to the customer organizational unit that is billed
 - **Customers in other Federal Agencies:** have an Agency Location Code (ALC)

3. How does an organization establish an account?

- Forms to establish a CIT account are available [here](#) OR on [Web Sponsor](#), under Accounts.
- Completed forms must be signed by an account sponsor.

4. How do I manage my CIT account?

- Each CIT Account has a Primary Account Sponsor, Alternate Sponsor, and Deregistration Official—each with distinct responsibilities. They are also called Account Officials. These Account Officials manage their CIT accounts. Account Sponsors, Alternate Sponsors, and Deregistration Officials must be federal employees as they are responsible for budgetary and financial issues.
- Account sponsors are designated by each IC's management. Account Sponsors may add or remove users, change sponsors, titles, and CANs when necessary. Account Sponsors also may designate Billing Coordinators and Security Coordinators to assist with billing and security matters. Billing Coordinators and Security Coordinators may be contract employees.
- The Account Officials and their designees use [Web Sponsor](#) to carry out their responsibilities. Access to specific reports / tools on Web Sponsor is limited, based on roles and responsibilities.
- To look up your Account Officials, please go <http://silk.nih.gov/locator>. Select your IC from the list and click display to identify the account officials for your IC. Or contact the [CIT Financial Management Office](#) at CITBilling@mail.nih.gov for assistance.
- **Non-NIH customers:** please contact the CIT Financial Management Office at CITBilling@mail.nih.gov for assistance.

See screen shot of the Web Sponsor Homepage below:

Look [Here](#) to learn about new facilities based on the NIH Login.

<p>◆ Customers</p> <p>Actions</p> <ul style="list-style-type: none">▶ Add New Customer to an Account▶ Transfer Userid to a New Account▶ Remove Userid▶ Change Customer Information▶ Add Comment to Userid▶ Request Additional Userid for Existing Customer▶ Reassign Userid to Existing Customer▶ Reassign Userid to New Customer <p>Display</p> <ul style="list-style-type: none">▶ Customer Information▶ Data Set Names▶ DB2 Objects▶ Resource Matrix▶ Customer Log <p>Security</p> <ul style="list-style-type: none">▶ Change Titan Password▶ Restore Userid▶ Revoke Userid▶ Change Titan Password Expiration <p>Helix</p> <ul style="list-style-type: none">▶ Registration▶ Deregistration	<p>◆ Accounts</p> <p>Actions</p> <ul style="list-style-type: none">▶ New Account and Deregistration Official Forms▶ Close Account▶ Change Account▶ Change Primary Sponsor▶ Add Account Official▶ Remove Account Official <p>Display</p> <ul style="list-style-type: none">▶ Account Log▶ Customer Information▶ Account Official Information▶ Helix Information▶ Resource Matrix▶ Titan Password Activity Dates <p>NIH nVision Data Warehouse</p> <ul style="list-style-type: none">▶ CIT Billing Reports▶ nVision Data Warehouse Registration <p>◆ Miscellaneous</p> <ul style="list-style-type: none">▶ Add Web Sponsor to your NIH Portal Page▶ Web Sponsor Documentation▶ Submit Comment▶ Exit Web Sponsor
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Web Sponsor

*Forgot Your Password, Questions, or Problems, contact the NIH IT Service Desk at 301-496-4357
TDD: (301) 496-8294
Fax: (301) 402-7349*

5. How do a CIT Account and Common Account Number (CAN) work together?

- The Common Account Number (CAN) is a unique project identifier used to track costs for NIH customers. The CIT account connects your Common Account Number (CAN) to all CIT services.

6. How do I close an account?

- The Account Sponsor or Alternate Sponsor may use [Web Sponsor](#) (<http://websponsor.cit.nih.gov/titnspon/homepage>) to close an account.
- Or send an email to the [CIT Financial Management Office](#) (CITbilling@mail.nih.gov) for assistance.

Please note: All users must be removed from the account and all services discontinued before a CIT account can be closed.

7. How can I obtain a report that includes all of the CIT accounts in my organization as well as the account officials and CANs?

- Please send an email to the [CIT Financial Management Office \(CITBilling@mail.nih.gov\)](mailto:CITBilling@mail.nih.gov) to request a report.

8. How do I look up my charges?

- **Billing Reports** provide detail of CIT charges. Access to billing reports is limited to those with specific budget and finance responsibilities as follows:
- **Account Sponsors and Billing Coordinators** may access billing reports using Web Sponsor as follows:
 - Go to [Web Sponsor](#)
 - Click on **CIT Billing Reports** for access to the following reports:
 - **Invoice Reports:** Displays invoices by CIT Account or User ID.
 - **Billing Queries and Reports:** This tool accesses the nVision Data Warehouse CIT Billing Queries & Reports system that provides drill down capability for detailed billing reports.
- **Non-Account Officials** who are nVision Data Warehouse Budget & Finance registered users may access the billing reports shown below:
 - **Billing Queries and Reports:** this query provides drill down capability for detailed billing reports.
 - Sign in to CIT Billing – Queries & Reports on nVision Data Warehouse <http://billing.cit.nih.gov/scripts/dw/CITBill/Reports/Login.cfm>
 - Search Billing Information needed
 - **CIT Invoices:** this query displays invoices by IC, CAN and CIT Account.
 - Access Display CIT Invoices <http://cims.cit.nih.gov/ned/cit.budget.data.cfm>
 - Select desired invoices
 - Click Display to obtain report
- Or you may send an email to the [CIT Financial Management Office](mailto:CITBilling@mail.nih.gov) to request invoices or detailed charges to your account.

9. How do I change the Common Account Number (CAN) associated with my CIT account?

- If you are an account sponsor you may use [Web Sponsor](http://websponsor.cit.nih.gov/titnspon/homepage) located at <http://websponsor.cit.nih.gov/titnspon/homepage>. Go to “Actions,” click on the link marked “Change Account” and make the CAN change.
- For additional assistance, please send an email to the [CIT Financial Management Office](mailto:CITBilling@mail.nih.gov) (CITBilling@mail.nih.gov).

10. What is the CIT billing cycle?

- The monthly CIT billing cycle begins on the 16th of the previous month and closes on the 15th of the current month.

11. How can I receive invoices automatically?

- Please send an email to the [CIT Financial Management Office](mailto:CITBilling@mail.nih.gov) (CITBilling@mail.nih.gov) to request monthly invoices.

12. What if I have a billing question or want to dispute a charge?

- Please send an email to the [CIT Financial Management Office](mailto:CITBilling@mail.nih.gov) (CITBilling@mail.nih.gov).